

00-135



September 20, 2000

Mr. Dale Hatfield
Office of Engineering and Technology
Federal Communications Commission
445 12th Street, SW, Room 7-A-340
Washington, DC 20554

Re: **Final Service Disruption Report**

Dear Mr. Hatfield:

Pursuant to the requirements established in the Report and Order in CC Docket No. 91-273 (Amendment of Part 63 of the Commission's Rules to Provide for Notification by Common Carriers of Service Disruptions), **PACIFIC BELL** submits the attached **Final Service Disruption Report** associated with a service disruption in **Beverly Hills, California** on **August 21, 2000**.

An Initial Service Disruption Report was faxed to the FCC's Monitoring Watch Officer on that date.

Please stamp and return the provided copy to confirm your receipt. Please contact me if you have questions regarding this service disruption.

Sincerely,

A handwritten signature in cursive script that reads "Jonathan J. Boynton".

Enclosures

CC: Bob Kimball
Kent Nilsson



A member of the SBC global network

Retention Period: 6 Years **FCC SERVICE DISRUPTION REPORT 00-135**

Type of Report: ☐ Initial Report ☐ Update ☒ Final

Occurred: Date: 08/21/2000 Time: 16:42 PDT ☐ 50,000 or More Customers
☐ 30,000 - 49,999 Customers
Ended: Date: 08/21/2000 Time: 19:48 PDT ☐ Fire incident \geq 1,000 lines
Special Offices/Facilities
☒ 911
☐ Major/Medium Airport
☐ NCS Request

Duration (in minutes): 186 minutes

CSQFR Number: 000790

Geographic Area Affected: Beverly Hills, California

Estimated Customers Affected: 68,049

Type(s) of Services Affected: ☐ Local (Intraoffice) ☐ IntraLATA ☐ InterLATA ☐ 800
☐ LIDB ☐ Operator Services ☐ Interexchange ☐ Switched Access (interoffice)
☐ Cellular ☐ International ☒ E911/911 ☐ FAA ☐ All

Estimated Blocked Calls: 30

Apparent or Known Cause of the Outage: At 16:42 PDT, on Monday, August 21, 2000 a scan point in the Nortel DMS-100 E911 Tandem Switch reached saturation, due to a fault in the alternate answer point for the Beverly Hills Police Department Public Safety Answering Point (PSAP), and automatically routed 911 calls to an alternate PSAP at the Mobile Command Center, which was not manned. The Beverly Hills Police Department notified Pacific Bell personnel of the situation after they attempted a test call at 19:16 PDT.

Approximately 40 calls to 911 (30 unique and 10 test) were lost during the event. There was no media coverage. Pacific Bell is not aware of any life-threatening incident that occurred during the outage.

Root Cause is Ineffective Fault Recovery or Re-Initialization Action - simple, single point failure resulting in failure of protection switch to standby.

Name and Type of Equipment Involved: Nortel DMS-100

Specific Part of Network Involved: E911

Methods used to Restore Service: Alternate routing to the Beverly Hills Fire Department was manually completed at 19:48 PDT.

Steps Taken to Prevent Recurrence:

1. Pacific Bell began implementing the Network Control Modems (NCM) on August 29, 2000 to critical 911 tandems. The NCM will alert and prevent a possible disruption of service.
2. Pacific Bell has been working with Nortel to provide a permanent fix for the scan point saturation problem. The fix will be included in the next generic that is due to be delivered during the 1st Quarter of 2001.
3. Pacific Bell sent a communiqué to all PSAPs recommending they regularly test their alternate transfer switch for correct functionality. This communiqué was sent via certified mail July 1, 2000.

Applicable Best Practices: Pacific Bell reviewed the Network Reliability: The Path Forward, Focus Group IV Essential Communications During Emergencies, dated January 12, 1996 and Network Reliability: A Report to the Nation, Compendium of Technical Papers, dated June 1993 and evaluated all recommendations and best practices. Based on the Root Cause analysis the most appropriate focus areas are:

The Path Forward, Focus Group IV Essential Communications During Emergencies
Reference: Section 6.2 Alternate Path when the Primary 9-1-1 Interoffice Facility Fails

- Recommendation 6.2.2 Alternate PSAPs from the Serving End Office

A Report to the Nation, Compendium of Technical Papers
Reference: Section 6.1 Defensive Measures for Interoffice Facilities

- Recommendation 6.1.3.1 Alternate PSAPs

Best Practices Used: Pacific Bell observes those practices that are consistent with providing outstanding customer service.

Analysis of Effectiveness of Best Practices: Beverly Hills PSAP personnel are being re-trained to respond to the uniqueness of their 911 arrangement.

Prepared by: Jim Lankford
Date submitted: 09/20/2000

Telephone: 210-886-4589
Time: 09:45 CDT

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*A member of the SBC global network*

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☐ Local (Intraoffice)
☐ Interexchange
☒ E911/911

☐ IntraLATA ☐ InterLATA ☐ 800
☐ Switched Access (interoffice)
☐ FAA ☐ All

Estimated Blocked Calls: 30

Apparent or Known Cause of the Outage: At 16:42 PDT, on Monday, August 21, 2000 a scan point in the Nortel DMS-100 E911 Tandem Switch was operated which sent 911 calls intended for the Beverly Hills Police Department Public Safety Answering Point (PSAP) to an alternate PSAP at the Mobile Command Center, which was not manned. The Beverly Hills Police Department notified Pacific Bell personnel of the situation after they attempted a test call at 19:16 PDT. Investigation is under way to determine why the scan point activated and why there were no alarms or notifiers.

Name and Type of Equipment Involved: Nortel DMS-100**Specific Part of Network Involved:** E911

Methods used to Restore Service: Alternate routing to the Beverly Hills Fire Department was manually completed at 19:48 PDT.

Prepared by: Jim Lankford
Date submitted: 08/22/2000

Telephone: 210-886-4589
Time: 02:00 CDT